

**Safety Attribute Inspection (SAI) Data Collection Tool  
1.3.16 Fueling (AW)****ELEMENT SUMMARY INFORMATION****Purpose of This Element** (Certificate Holder's responsibility):

- To ensure that all personnel conducting fueling operations perform their duties and responsibilities by adhering to the Certificate Holder's policies, procedures, instructions and information for refueling aircraft, eliminating fuel contamination, protection from fire (including electrostatic protection), and supervising and protecting passengers during refueling operations.

**Objective** (FAA oversight responsibility):

- To determine if the Certificate Holder's Fueling process meets all applicable requirements of the Federal Aviation Regulations and FAA policies.
- To determine if the Certificate Holder's Fueling process incorporates the System Safety Attributes.
- To identify any shortfalls in the Certificate Holder's Fueling process.

**SUPPLEMENTAL INFORMATION****Specific Regulatory Requirement(s) (SRRs):**

- SRRs:  
121.105  
121.123  
121.135(a)(1)  
121.135(b)(1)  
121.135(b)(16)  
121.135(b)(18)  
121.135(b)(2)  
121.135(b)(3)

**Related CFR(s) & FAA Policy/Guidance:**

- Related CFRs:  
121.133(a)  
121.137(a)(1)  
121.137(b)
- FAA Policy/Guidance:  
FAA Order 8300.10, Volume 2, Chapter 227

**SAI SECTION 1 – PROCEDURES ATTRIBUTE**

**Objective:** Procedures, instructions and information contained in Certificate Holder's manual are documented methods for accomplishing a process. Policies contained in the Certificate Holder's manual should establish the Certificate Holder's compliance posture. Policies may not be stand-alone statements but may be imbedded within procedures, instructions or information regarding a particular regulatory requirement. The questions in this section of the data collection tool are designed to assist the inspector in determining if the Certificate Holder's manual has documented or prescribed methods of accomplishing the process requirements that provide answers to the associated who, what, when, where and how type questions. This section of the data collection tool contains policy questions, procedural questions and instructional or informational questions pertaining to various types of Certificate Holder requirements such as actions, prohibitions or resources (i.e., personnel, facilities, equipment, technical data, etc.).

**Tasks**

To meet this objective, the inspector must accomplish the following tasks:

1. Review the information listed in the Supplemental Information section of this data collection tool.
2. Review the duties and responsibilities for management and other personnel identified by the Certificate Holder who accomplish the Fueling process.
3. Review the Certificate Holder's manual to ensure that it contains policies, procedures, instructions and information necessary for the Fueling process.

**Questions**

To meet this objective, the inspector must answer the following questions:

1. Does the Certificate Holder's manual content meet the specific regulatory and FAA policy requirements for a Fueling process:
  - 1.1 Does the Certificate Holder's manual contain general policies for the Fueling process that comply with the specific regulatory requirements?  
SRRs: 121.135(b)(1) ☐ Yes  
☐ No, Explain
  - 1.2 Does the Certificate Holder's manual cite the regulatory requirements listed in the Supplemental Information section of this SAI?  
SRRs: 121.135(b)(3) ☐ Yes  
☐ No, Explain
  - 1.3 Does the Certificate Holder's manual contain the duties and responsibilities for personnel who will accomplish the Fueling process?  
SRRs: 121.135(b)(2) ☐ Yes  
☐ No, Explain
  - 1.4 Does the Certificate Holder's manual include instructions and information for personnel to meet the requirements of the Fueling process?  
SRRs: 121.135(a)(1) ☐ Yes  
☐ No, Explain

*Related Design JTIs:*

    - Check that the Certificate Holder's manual required by Sec. 121.133 includes instructions and information necessary to allow the personnel concerned (fueling) to perform their duties and responsibilities with a high degree of safety.

*Sources:* 121.135(a)(1)  
*Interfaces:* 1.3.14-aw

<p>1.5 Does the Certificate Holder's manual contain instructions and procedures for refueling aircraft? SRRs: 121.135(b)(16); 121.135(b)(18)</p> <p><i>Related Design JTIs:</i></p> <ul style="list-style-type: none"> <li>• Check that the Certificate Holder's manual has procedures for refueling aircraft. <i>Sources:</i> 121.135(b)(18) <i>Interfaces:</i> 1.3.14-aw; 1.3.7-aw; 5.1.1-aw; 5.1.5-op</li> <li>• Check that the Certificate Holder's manual has instructions and procedures for servicing. <i>Sources:</i> 121.135(a)(1); 121.135(b)(16) <i>Interfaces:</i> 1.3.14-aw; 1.3.7-aw; 5.1.1-aw; 5.1.5-op</li> </ul>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.6 Does the Certificate Holder's manual contain procedures for:	
<p>1.6.1 Eliminating fuel contamination? SRRs: 121.135(b)(18)</p> <p><i>Related Design JTIs:</i></p> <ul style="list-style-type: none"> <li>• Check that the Certificate Holder's manual has procedures for eliminating fuel contamination. <i>Sources:</i> 121.135(b)(18) <i>Interfaces:</i> 1.3.14-aw; 1.3.7-aw; 5.1.1-aw; 5.1.5-op</li> </ul>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.6.2 Protection from fire (including electrostatic protection) during refueling? SRRs: 121.135(b)(18)</p> <p><i>Related Design JTIs:</i></p> <ul style="list-style-type: none"> <li>• Check that the Certificate Holder's manual has procedures for protection from fire (including electrostatic protection). <i>Sources:</i> 121.135(b)(18) <i>Interfaces:</i> 1.3.14-aw; 1.3.7-aw; 5.1.1-aw; 5.1.5-op; 7.2.1-op</li> </ul>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.6.3 Supervising and protecting passengers during refueling? SRRs: 121.135(b)(18)</p> <p><i>Related Design JTIs:</i></p> <ul style="list-style-type: none"> <li>• Check that the Certificate Holder's manual has procedures for supervising and protecting passengers during refueling. <i>Sources:</i> 121.135(b)(18) <i>Interfaces:</i> 1.3.14-aw; 1.3.7-aw; 3.1.2-op; 5.1.1-aw; 5.1.5-op</li> </ul>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.7 If the Certificate Holder conducts domestic or flag operations, does its manual require competent personnel and adequate facilities and equipment (including spare parts, supplies and materials) to be available at such points along the route as are necessary for the proper fueling of airplanes? SRRs: 121.105</p> <p><i>Related Design JTIs:</i></p> <ul style="list-style-type: none"> <li>• Check that the Certificate Holder conducting domestic operations is able to show that competent personnel are available as are necessary for the proper servicing of airplanes and auxiliary equipment. <i>Sources:</i> 121.105 <i>Interfaces:</i> 4.2.6-op</li> </ul>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable

<p>Check that the Certificate Holder conducting flag operations is able to show that competent personnel are available as is necessary for the proper servicing of airplanes and auxiliary equipment.  <i>Sources:</i> 121.105  <i>Interfaces:</i> 4.2.6–op</p> <ul style="list-style-type: none"> <li>• Check that the Certificate Holder conducting domestic operations is able to show that adequate facilities are available at such points along the Certificate Holder's route for the proper servicing of airplanes and auxiliary equipment.  <i>Sources:</i> 121.105  <i>Interfaces:</i> 1.3.7–aw; 5.1.1–aw; 5.1.5–op</li> <li>• Check that the Certificate Holder conducting flag operations is able to show that adequate facilities are available at such points along the Certificate Holder's route for the proper servicing of airplanes and auxiliary equipment.  <i>Sources:</i> 121.105  <i>Interfaces:</i> 1.3.7–aw; 5.1.1–aw; 5.1.5–op</li> <li>• Check that the Certificate Holder conducting domestic operations is able to show that equipment (including spare parts, supplies, and materials) is available at such points along the Certificate Holder's route for the proper servicing of airplanes.  <i>Sources:</i> 121.105  <i>Interfaces:</i> 1.3.10–aw; 1.3.7–aw; 5.1.1–aw; 5.1.5–op</li> <li>• Check that the Certificate Holder conducting flag operations is able to show that equipment (including spare parts, supplies, and materials) is available at such points along the Certificate Holder's route for the proper servicing of airplanes.  <i>Sources:</i> 121.105  <i>Interfaces:</i> 1.3.10–aw; 1.3.7–aw; 5.1.1–aw; 5.1.5–op</li> </ul>	
<p>1.8 If the Certificate Holder is conducting supplemental operations, does its manual require that competent personnel and adequate facilities and equipment (including spare parts, supplies and materials) are available for the proper fueling of airplanes?  SRRs: 121.123</p> <p><i>Related Design JTIs:</i></p> <ul style="list-style-type: none"> <li>• Check that the Certificate Holder conducting supplemental operations is able to show that competent personnel are available for the proper servicing of aircraft.  <i>Sources:</i> 121.123  <i>Interfaces:</i> 2.1.5–aw; 2.1.5–op; 4.2.6–op</li> <li>• Check that the Certificate Holder conducting supplemental operations is able to show that adequate facilities are available for the proper servicing of aircraft.  <i>Sources:</i> 121.123  <i>Interfaces:</i> 1.3.7–aw; 2.1.5–aw; 2.1.5–op; 5.1.1–aw; 5.1.5–op</li> <li>• Check that the Certificate Holder conducting supplemental operations is able to show that adequate equipment (including spare parts, supplies, and materials) is available for the proper servicing of aircraft.  <i>Sources:</i> 121.123</li> </ul>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable

<i>Interfaces: 1.3.10–aw; 1.3.7–aw; 5.1.1–aw; 5.1.5–op</i>	
<p>1.9 Does the Certificate Holder's Fueling process comply with the related requirements of 14 CFR 121.133? Related CFRs: 121.133(a)</p> <p><i>Related Design JTIs:</i></p> <ul style="list-style-type: none"> <li>• Check that the Certificate Holder's manual has instructions and information to prepare and keep current a manual for the use and guidance of ground operations (fueling), and management personnel conducting its operations. <i>Sources: 121.133(a)</i> <i>Interfaces: 2.1.1–aw; 2.1.1–op</i></li> </ul>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.10 Does the Certificate Holder's Fueling process comply with the related requirements of 14 CFR 121.137? Related CFRs: 121.137(a)(1); 121.137(b)</p> <p><i>Related Design JTIs:</i></p> <ul style="list-style-type: none"> <li>• Check that the Certificate Holder's manual has instructions and information to furnish copies of the manual required by Sec. 121.133 (and the changes and additions thereto) or appropriate parts of the manual to its appropriate ground operations personnel (fueling). <i>Sources: 121.137(a)(1); 121.135(a)(1)</i> <i>Interfaces: 2.1.3–aw; 2.1.3–op; 2.1.4–aw; 2.1.4–op</i></li> <li>• Check that the Certificate Holder's manual has instructions and information that keep distributed manuals up-to-date with the changes and additions. <i>Sources: 121.137(b); 121.135(a)(1)</i> <i>Interfaces: 2.1.1–aw; 2.1.1–op</i></li> <li>• Check that the Certificate Holder's manual has instructions and information that make the manual accessible to personnel when performing assigned duties. <i>Sources: 121.137(b); 121.135(a)(1)</i> <i>Interfaces: 2.1.4–aw; 2.1.4–op</i></li> </ul>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.11 Does the Certificate Holder's Fueling process comply with the guidance contained in FAA Order 8300.10?</p> <p><i>Related Design JTIs:</i></p> <ul style="list-style-type: none"> <li>• Check that the Certificate Holder's manual defines lines of authority and responsibilities. <i>Sources: 8300.10 Volume 2, Chapter 227, Section 2, Paragraph 5 A (1)</i> <i>Interfaces: 1.3.14–aw; 1.3.7–aw; 4.2.6–op</i></li> <li>• Check that the Certificate Holder's manual defines the Certificate Holder's training program and/or the contract vendor's training program. <i>Sources: 8300.10 Volume 2, Chapter 227, Section 2, Paragraph 5 A (1)</i> <i>Interfaces: 1.3.14–aw; 1.3.7–aw; 4.2.6–op</i></li> <li>• Check that the Certificate Holder's manual has procedures for retention of records related to fuel quality, fuel storage and</li> </ul>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

<p>dispensing equipment, filters, safety equipment, training programs for servicing personnel, individual training records, and vendors.</p> <p><i>Sources:</i> 8300.10 Volume 2, Chapter 227, Section 2, Paragraph 5 A (3)</p> <p><i>Interfaces:</i> 1.3.14–aw; 1.3.7–aw; 4.2.6–op</p>	
<p>1.12 If alternate procedures exist for use during irregular conditions, do the alternate procedures provide an equivalent level of safety to achieve the same results as the primary procedures?</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No, Explain</p> <p><input type="checkbox"/> Not Applicable</p>

<b>SAI SECTION 1 – PROCEDURES ATTRIBUTE</b> <b>–Drop Down Menu</b>	
1. No procedures, policy, instructions or information specified.	
2. Procedures or instructions and information do not identify (who, what, when, where, how).	
3. Procedures, policy or instructions and information do not comply with CFR.	
4. Procedures, policy or instructions and information do not comply with FAA policy and guidance.	
5. Procedures, policy or instructions and information do not comply with other documentation (e.g., manufacturer's data, Jeppesen's Charts, etc.).	
6. Procedures, policy or instructions and information unclear or incomplete.	
7. Documentation quality (e.g., unreadable or illegible).	
8. Procedures, policy or instructions and information inconsistent across Certificate Holder manuals (FOM – Flight Operations Manual to GMM – General Maintenance Manual, etc.).	
9. Procedures, policy or instructions and information inconsistent across media (e.g., paper, microfiche, electronic).	
10. Resource requirements incomplete (personnel, facilities, equipment, technical data).	
11. Other.	

**SAI SECTION 2 – CONTROLS ATTRIBUTE**

**Objective:** Controls are checks and restraints designed into a process to ensure a desired result. The questions in this section of the data collection tool are designed to assist the inspector in determining if checks and restraints are designed into the process to ensure the desired result is achieved. Controls should be written into the manual system to ensure that the most important manual policies, procedures or instructions and information will be complied with.

Controls may be in the form of "administrative controls" which are secondary or supplemental written procedures. Like written procedures, administrative controls also need to provide answers to the associated who, what, when, where and how type questions. Controls may also be in the form of "engineered controls" such as automated features or mechanical actions or devices (i.e., safety devices, warning devices, etc.).

**Tasks**

To meet this objective, the inspector must accomplish the following tasks:

1. Review the control questions below.
2. Review the Certificate Holder's policies, procedures, instructions and information to gain an understanding of the controls that it has documented.

**Questions**

To meet this objective, the inspector must answer the following questions:

2. Are the following controls built into the Fueling process:
 

2.1 Is there a control in place to ensure that the Certificate Holder provides current copies of fueling policies and procedures to fuel vendors and fuel servicing personnel?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2.2 Is there a control in place to ensure that the fuel storage facilities meet the requirements contained in the Certificate Holder's manual?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2.3 Is there a control in place to ensure that the equipment used in the Fueling process meets the requirements of the Certificate Holder's manual?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2.4 Is there a control in place to ensure that the Certificate Holder provides Fueling process training to all concerned personnel?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2.5 Does the Certificate Holder have a documented method for assessing the impact of any changes made to the controls in the Fueling process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

<b>SAI SECTION 2 – CONTROLS ATTRIBUTE –Drop Down Menu</b>
1. No controls specified.
2. Documentation for the controls do not identify (who, what, when, where, how).
3. Controls incomplete.
4. Controls could be circumvented.
5. Controls could be unenforceable.
6. Resource requirements incomplete (personnel, facilities, equipment, technical data).
7. Other.

**SAI SECTION 3 – PROCESS MEASUREMENT ATTRIBUTE**

**Objective:** Process measurements are used by the Certificate Holder to measure and assess its processes to identify and correct problems or potential problems and to make improvements to the processes. The questions in this section of the data collection tool are designed to assist the inspector in determining if the Certificate Holder measures or assesses information to identify, analyze and document potential problems with the process. Process measurements are basically a Certificate Holder's internal evaluation or auditing of the most important policies, procedures or instructions and information associated with an element.

To prevent the duplication of work that would otherwise occur, Process Measurements are most commonly addressed through a combination of auditing features contained in both the Certificate Holder's Safety Program/Internal Evaluation Program (for Operations and Cabin Safety related issues) and the auditing function of the Continuous Analysis & Surveillance System (for Airworthiness or Maintenance/Inspection related issues). The Director of Safety and the Quality Assurance Department often work in conjunction to accomplish this function for the Certificate Holder. This approach simply requires amendment of the Safety Program/Internal Evaluation Program audit forms or checklists and the Continuous Analysis & Surveillance System audit forms or checklists to include the specific process measurements for each element.

**Tasks**

To meet this objective, the inspector must accomplish the following tasks:

1. Review the process measurement questions below.
2. Review the Certificate Holder's policies, procedures, instructions and information to gain an understanding of the process measurements that it has documented.

**Questions**

To meet this objective, the inspector must answer the following questions:

3. Does the Certificate Holder's Fueling process include the following process measurements:
 

3.1 Process measurements that would reveal when the Certificate Holder failed to provide current copies of fueling policies and procedures to fuel vendors and fuel servicing personnel?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.2 Process measurements that would reveal when the Certificate Holder used fuel storage facilities that did not meet the requirements contained in the Certificate Holder's manual?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.3 Process measurements that would reveal when the Certificate Holder used equipment in the Fueling process that did not comply the requirements in the Certificate Holder's manual?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.4 Process measurements that would reveal when the Certificate Holder failed to provide Fueling process training to all concerned personnel?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.5 Does the Certificate Holder document its process measurement methods and results?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.6 Does the organization that conducts the process measurements have direct access to the person with responsibility for the Fueling process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

<b>SAI SECTION 3 – PROCESS MEASUREMENT ATTRIBUTE –Drop Down Menu</b>	
1. No process measurements specified.	
2. Documentation for the process measurements does not identify (who, what, when, where, how).	
3. Inability to identify negative findings.	
4. No provisions for implementing corrective actions.	
5. Ineffective follow-up to determine effectiveness of corrective actions.	
6. Resources requirements (personnel, facilities, equipment, technical data).	
7. Other.	

**SAI SECTION 4 – INTERFACES ATTRIBUTE**

**Objective:** Interfaces are used by the Certificate Holder to identify and manage the interactions between processes. The questions in this section of the data collection tool are designed to assist the inspector in determining whether or not interactions between the procedures, policies or instructions and information associated with other independent processes within the Certificate Holder's organization are documented. Written procedures, policies or instructions and information that are interrelated and located in different manuals within the Certificate Holder's manual system need to be consistent and complement each other. For the interfaces to be effectively managed, it is not only important to identify what the interfaces are, but it is imperative to document the specific location of the interfaces within the Certificate Holder's manual system.

**Tasks**

To meet this objective, the inspector must accomplish the following tasks:

1. Review the interfaces associated with the Fueling process that have been identified along with the individual questions in the Procedures Section (1) of this data collection tool.
2. Review the Certificate Holder's policies, procedures, instructions and information to gain an understanding of the interfaces that it has documented.

**Questions**

To meet this objective, the inspector must answer the following questions:

NOTE: ALL EXPLANATIONS IN THE DROP DOWN MENU FOR "NO" ANSWERS MUST INCLUDE THE INDIVIDUAL QUESTION NUMBER FROM THE PROCEDURES SECTION (1) OF THIS DATA COLLECTION TOOL AND THE ELEMENT NUMBER(S) OF THE INTERFACE(S) THAT WERE NOT ADDRESSED.

4. Does the Certificate Holder's manual:

- |  |  |
|--|--|
| 4.1 Properly address the interfaces that are identified along with the individual questions in the Procedures Section (1)? | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain |
| 4.2 Document a method for assessing the impact of any changes to the associated interfaces within the Fueling process?     | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain |
| 4.3 List additional interfaces identified during the accomplishment of this SAI.   |  |

<b>SAI SECTION 4 – INTERFACES ATTRIBUTE –Drop Down Menu</b>
1. No interfaces specified.
2. The following interfaces not identified within the Certificate Holder's manual system:
3. Interfaces listed are inaccurate.
4. Specific location of interfaces not identified within the manual system.
5. Other

**SAI SECTION 5 – MANAGEMENT RESPONSIBILITY & AUTHORITY ATTRIBUTE**

**Objective:** The questions in this section of the data collection tool address the responsibility and authority of the process. They are designed to assist the inspector in determining if there is a clearly identifiable, qualified and knowledgeable person who is responsible for the process, is answerable for the quality of the process and has the authority to establish and modify the process. (The person with the authority may or may not be the person with the responsibility.)

**Tasks**

To meet this objective, the inspector must accomplish the following tasks:

1. Identify the person who has overall responsibility for the Fueling process.
2. Identify the person who has overall authority for the Fueling process.
3. Review the duties and responsibilities of the person(s), documented in the Certificate Holder's manual.
4. Review the appropriate organizational chart.

**Questions**

To meet this objective, the inspector must answer the following questions:

5. Are the following aspects of the Management Responsibility and Authority Attributes addressed in the Fueling process:	
5.1 Does the Certificate Holder's manual clearly identify who is responsible for the quality of the Fueling process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain Name/Title: <input type="text"/>
5.2 Does the Certificate Holder's manual clearly identify who has authority to establish and modify the policies, procedures, instructions and information for the Fueling process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain Name/Title: <input type="text"/>
5.3 Does the Certificate Holder's manual include the duties & responsibilities of those who manage work required by the Fueling process? SRRs: 121.135(b)(2)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
5.4 Does the Certificate Holder's manual include instructions and information for those who manage the work required by the Fueling process? SRRs: 121.135(a)(1)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
5.5 Does the Certificate Holder's manual clearly and completely document the authority for this position?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
5.6 Does the Certificate Holder's manual clearly and completely document their qualification standards for the person having responsibility for the Fueling process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
5.7 Does the Certificate Holder's manual clearly and completely document their qualification standards for the person having authority to establish and modify the Certificate Holder's policies, procedures, instructions and information for the Fueling process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
5.8 Does the Certificate Holder's manual clearly and completely document the procedures for delegation of authority for the Fueling process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

<b>SAI SECTION 5 – MANAGEMENT RESPONSIBILITY &amp; AUTHORITY ATTRIBUTE –Drop Down Menu</b>	
1. Not documented.	
2. Documentation unclear.	
3. Documentation incomplete.	
4. Other.	